Single Sign On

Case studies: Innovation, BMC Dashboards

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Version 1.0
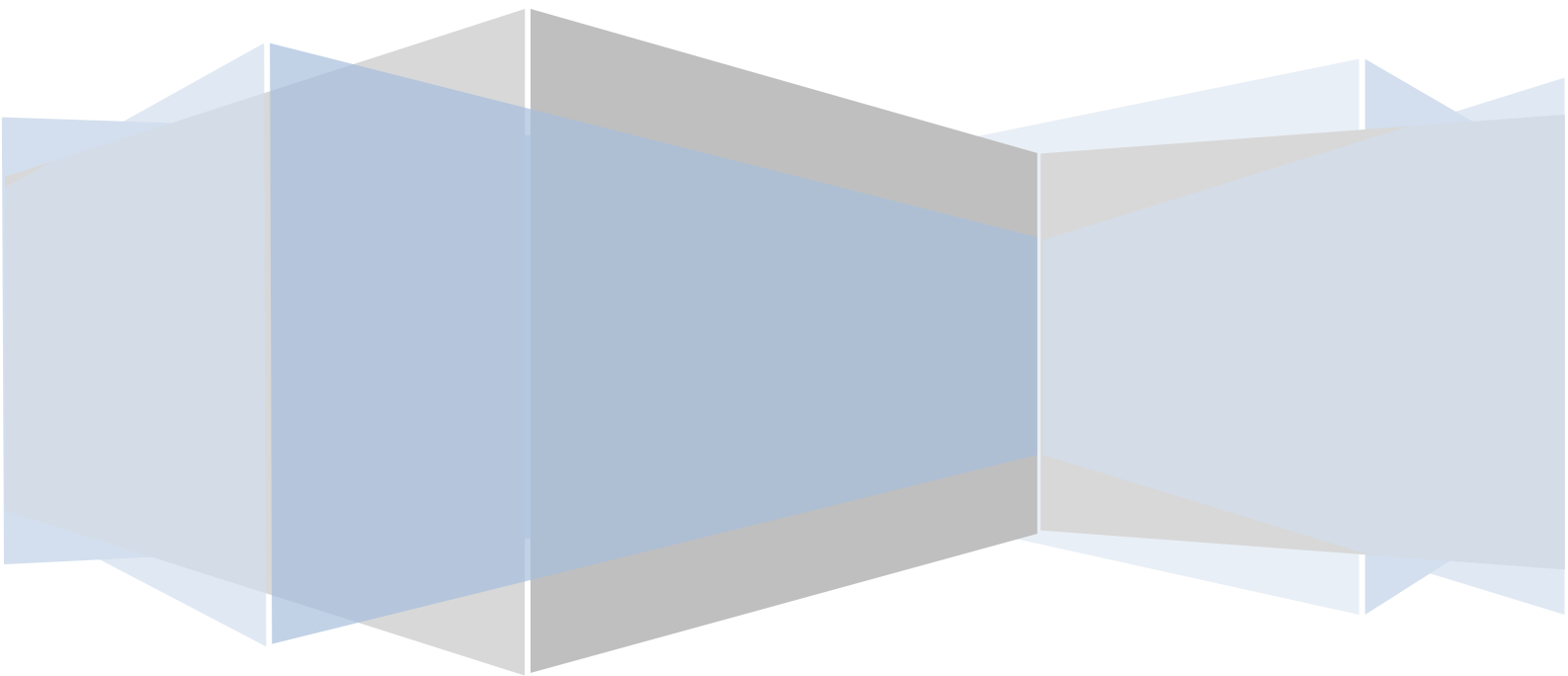
Innovation: Integrating BMC ITSM and Dashboards

One of our clients approached us to ask if we could help automate the onboarding of users to BMC Dashboards.

By BMC design, ITSM and Dashboards have no integrated permissioning, hence administrator are required to maintain two separate user/group repositories and configure two separate authentication points.

We have delivered a fully automated and integrated solution that removes the need for configuring Dashboards with LDAP and managing users within Dashboards.

How does it work?

Our solution synchronises ITSM user and group permissions with Dashboards, allowing all user permissioning to be performed within ITSM.

With SSO Plugin, an administrator can create a user in ITSM and place them in one or more groups that have has been mapped to Dashboards.

When the user accesses Dashboards for the first time, SSO Plugin creates an account in Dashboards and adds the relevant Dashboard roles. The user's ITSM 'People' data is also transferred, providing the Dasboards user record with the user's full name and email address.

The AR System administrator can update the user's ITSM permissions at any time, adding/removing them to/from the mapped Dashboards groups, and the next time the user accesses Dashboards, their permissions are updated accordingly.

Will it work for me?

We have worked with a number of our largest clients to build a best practice integration, mapping ITSM groups to Dashboard roles. This should be suitable for all deployments of BMC ITSM and Dashboards, however it is fully customisable.

This is a great example of why JSS leads the BMC market in using SSO to automate and integrate BMC products.

Contacting JSS

For more information on the JSS SSO Plugin, please visit
http://www.javasystemsolutions.com or email us at
information@javasystemsolutions.com.